

**GOVERNOR'S COMMISSION ON  
COMMUNITY-BASED ALTERNATIVES  
FOR PERSONS WITH DISABILITIES**

**Transportation Subcommittee**

**June 13, 2006  
2:00 – 4:00 pm  
DTC Admin Bldg – Dover  
Willow Room**

**A G E N D A**

- **Introductions**
  
- **Review of Membership**
  - **Ensure accurate contact information for meeting notices and dissemination of information**
  
- **Overview of Transportation Subcommittee Accomplishments**
  - **What has been completed since beginning of the Commission**
  
- **Joint Sunset Committee Recommendations**
  - **How these recommendations fit into the goals of the Commission**
  
- **Path Forward**
  - **What are the priorities?**
  - **Tasks to be completed / Assignments / Timelines**
  
- **Open Forum**

## JOINT SUNSET COMMITTEE RECOMMENDATIONS

*"The Joint Sunset Committee recommends continuance of the Delaware Transit Corporation, but only upon its meeting certain conditions or making certain modifications as identified below".*

A. The Joint Sunset Committee recommends that the Delaware Transit Corporation take the following action:

- Hire additional operators to help reduce the need for unscheduled overtime.
- Hire additional field supervisors to help monitor the quality of service provided.
- Increase reservation/cancellation phone coverage
- Review the current "No Show" policy for issues and concerns. Implement an equitable policy.
- Evaluate the criteria by which individuals qualify for paratransit service. Provide a written report by September 30, 2006, to the Joint Sunset Committee outlining and explaining DTC's plan to manage the demand into the future.
- Evaluate cost and impact of increasing the number of trips to transfer connections.
- Evaluate the fare structure and provide a written report outlining the findings to the Joint Sunset Committee by September 30, 2006.
- Work closely with EDTAC relating to customer and service-related issues
- Install IVR software to call customers when buses are running late
- Work with EDTAC, the Governor's Commission on Community Based Alternatives for Persons with Disabilities and other related groups and/or organizations to develop recommendations to 1) reduce the demand for casual trips during peak periods, and 2) provide theme days such as "movie day, shopping day", etc.
- Provide paratransit operators with quarterly customer relations and sensitivity training classes
- Provide paratransit operators with safety and first aid training
- Provide dispatchers with continuous training regarding the use of the CAD/AVL technology that allows dispatchers the ability to see the location of and existing workload/schedule for every bus in the fleet
- Continue to work and partner with local and county governments with regard to providing additional weekend and Sunday services statewide
- Continue to be an advocate for the need for statewide weekend service
- Continue to work towards the July 1, 2006 separation of the Human Resources section to revert to the former structure of one DTC and one DelDOT Human Resources Department
- Continue to work toward implementation of real time computerized reservation/cancellation system. Provide the Joint Sunset Committee with a written report outlining the progress of the implementation of the real time system by September 30, 2006.